



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

October 28, 2009

Jason Salts
Department of Administrative Services
Hoover State Office Building, Level B
Des Moines, Iowa 50319

RE: S-006-001 E-Mail Systems Standard Compliance

Dear Mr. Salts:

I am making a formal request for the Iowa Department of Human Services to be granted a waiver from the E-Mail Systems Standard. We further request permission to remain a Model Three agency and upgrade to Exchange 2007. This request is based on the increased cost to migrate to a Model 1 or 2 agency versus the added benefits received. The agency currently does not have funds available to comply with the standard as written.

If the department were to move to a Model 2 agency, there would be one-time expenses of at least \$200,000. The department has obtained cost estimates from our internal IT division and Vital Systems (an external vendor). In addition to these one-time expenses, there will be a service disruption to most current users while manual updates are applied to each computer used for email. The DHS estimates this service disruption will last at least one week, and require significant overtime hours. The disruption will result in the inability of email users to access mail in their personal folders until their workstation has been reconfigured.

There will be additional significant one-time staff costs incurred to identify, review, and reconfigure more than 100 computer applications within the agency that use messaging through the Exchange email system.

Ongoing expenses will increase due to the requirement to use the Sophos filtering service. This expense will be approximately \$10,280/month or \$123,360 per year. DHS currently has a spam filtering product that is part of its Tumbleweed email encryption product. Spam filtering is included as part of the Tumbleweed product, so there is no cost savings available due to not using it.

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There are ways to achieve sharing calendars and tasks other than the Model 1 or Model 2 choices presented by ITE. Microsoft has a recommended product and approach, and if used, would allow all Model 3 email systems to share calendars and tasks, not just participating agencies. This solution can be implemented without the limitations of a single active directory forest, and the implied single exchange organization solution. DHS is willing to participate in the effort to implement this solution. Our preliminary estimates indicate this can be implemented across the enterprise for approximately \$30,000.

While it is important for department personnel to be able to use the state's common directory, and to have relevant information exchanged, it is not, nor should it be the primary design factor in constructing account repositories. In reality, only a very small percentage of the DHS staff would benefit from services such as shared calendaring and tasks with other state agencies.

We can and will continue to synchronize information with ITE on DHS accounts that require it. The DHS is already exporting information as requested to be published within the state's common directory.

Thank you for your consideration. If you have any questions, please contact Tom Huisman, DHS CIO at 515-281-8303.

Sincerely,



Charles J. Krogmeier
Director

cc: John Gillispie, Iowa Communications Network
Wes Hunsberger, Department of Administrative Services
Tom Huisman, Department of Human Services